

Cyngor Sir Gâr

GWASANAETHAU TAI

ATGYWEIRIO A CHYNNAL A CHADW

Llawlyfr gwybodaeth a safonau'r gwasanaeth



Gwybodaeth am y llyfryn hwn ac am ein safonau

Mae'r llyfryn hwn yn disgrifio'r safonau y gallwch eu disgwyl gan ein gwasanaethau atgyweirio a chynnal a chadw.

Rydyn ni'n mynd ati bob blwyddyn i adolygu'r safonau. Gallwch chi roi'ch barn trwy:

- ddweud wrth aelod o staff;
- anfon e-bost at: HousingServices@sirgar.gov.uk; neu
- llenwi holiadur sy'n holi a yw cwsmeriaid yn fodlon;

Y Gwasanaeth Atgyweirio

Ein nod yw cynnig y gwasanaeth atgyweirio gorau posib ar gyfer yr holl fathau o waith rydych chi eu hangen, a chwblhau'r gwaith yn ôl yr amserlenni rydyn ni wedi'u gosod.

Gwaith atgyweirio a chyflwr eich cartref

Byddwn yn:

- gofalu ei bod hi'n hawdd i chi roi gwybod i ni mewn nifer o ffyrdd am waith atgyweirio, yn ystod ac ar ôl oriau gwaith;
- cynnig rhif rhadffôn i chi roi gwybod i ni am waith atgyweirio yn ystod oriau gwaith;
- cynnig gwasanaeth atgyweirio brys i'n tenantiaid 24 awr y dydd, bob dydd o'r flwyddyn;
- cynnig apwyntiad i chi yn y bore neu'r prynhawn er mwyn i'r gwaith atgyweirio gael ei wneud;
- mynd ati'n effeithiol i wneud y gwaith atgyweirio yn ôl yr amserlen sydd wedi'i gosod ar gyfer y math hwnnw o waith;
- gwneud y gwaith atgyweirio i gyd gyda'i gilydd, os yw hynny'n bosibl;
- atgyweirio'r holl ddiffygion rydyn ni'n gyfrifol amdanyn nhw;

100% wedi'i ailgylchu

Cyhoeddwyd ar bapur mae 100% ohono wedi'i ailgylchu



recycle
ailgylchu

Please recycle this publication
Cofiwch ailgylchu'r cyhoeddiad yma

- gwneud gwasanaeth ar eich system wresogi o leiaf unwaith y flwyddyn;
- eich cyngori ynglŷn â'r asiantaethau cymorth a allai'ch helpu i gynnal a chadw'ch cartref;
- rhoi caniatâd i chi wneud rhai gwelliannau neilltuol i'ch cartref; a
- cyhoeddi'r graddfeydd amser ar gyfer gwneud gwaith atgyweirio, a rhoi gwybod i chi ydyn ni'n llwyddo i'w cyflawni.

Blaenoriaethau'r gwaith atgyweirio

Mae ein graddfeydd amser ar gyfer gwneud gwaith atgyweirio'n dilyn.

24 awr -Dyma'r amser ar gyfer ymateb i waith atgyweirio sydd i gael blaenoriaeth. Mae'n berthnasol i sefyllfaoedd lle y gallech chi neu'ch cartref fod mewn perygl os nad ydym ni'n gwneud y gwaith atgyweirio'n gyflym.

Enghreifftiau

- Pibelli sydd wedi byrstio
- Posibilrwydd bod nwy yn gollwng
- Achosion drwg o ddŵr yn gollwng ac yn achosi llif yn y tŷ
- Dwr yn llifo trwy ffitiadau goleuadau neu socedi trydan
- Namau trydanol peryglus
- Dim gwres yn ystod y gaeaf
- Dim trydan
- Dim toiled oherwydd nam neu rwystr
- Y to'n gollwng, ac achosion llai difrifol o ddŵr yn gollwng, lle y gallai peidio â'u hatgyweirio achosi difrod i'r adeilad
- Nam sy'n golygu na allwch chi gloi eich cartref yn ddiogel.



Saith diwrnod gwaith - Mae'r gwaith atgyweirio y byddwn ni'n ei wneud o fewn saith diwrnod gwaith yn cynnwys namau a allai achosi peth anghyfleustra i chi.

Enghreifftiau

- Colfachau (*hinges*) diffygiol ar ffenestri
- Ffaniau gwagio (*extractor fans*) diffygiol mewn ceginau neu ystafelloedd ymolchi
- Gwaith sydd angen ei wneud ar ôl delio ag argyfwng
- Gwaith atgyweirio dros dro i sicrhau bod adeilad yn ddiogel
- Ffonau mynediad sy'n ddiffygiol.

42 o ddiwrnodau gwaith - Fel arfer, mae angen gwneud y math hwn o waith atgyweirio er mwyn cynnal cyflwr y cartref a'r ardal o'i gwmpas.

Enghreifftiau

- Atgyweirio cafnau sy'n gollwng a'r peipiau i lawr o'r cafnau
- Atgyweirio ffitiadau ffenestri a drysau, a gosod rhai newydd yn lle hen rai (*os nad yw'r problemau hyn yn golygu na allwch chi gloi eich cartref*)
- Ailgodi waliau terfyn
- Gosod ffenestri a drysau newydd yn lle'r rhai presennol (*yn achos tai unigol sydd ddim yn rhan o raglen o waith cynnal a chadw*).

12 mis – yn ôl cynllun gwaith sy'n gysylltiedig â chyrraedd Safon Cartrefi Sir Gaerfyrddin.

Enghreifftiau

- Gosod ceginau ac ystafelloedd ymolchi newydd
- Newid boeleri sy'n hen ond heb fod yn beryglus
- Gwaith sylweddol i gael gwared ar leithder drwg yn eich cartref
- Gwaith sylweddol i atgyweirio lloriau sydd wedi llithro oherwydd tirlithriadau
- Gosod ffenestri neu ddrysau allanol newydd os yw'r broblem yn effeithio ar fwy nag un ffenestr neu ddrws.

Efallai y bydd adegau pan fyddwn ni'n methu gwneud eich gwaith atgyweirio o fewn y graddfeydd amser hyn. Fel arfer, amgylchiadau na allwn ni eu rheoli (*fel tywydd drwg neu orfod aros i ddefnyddiau gyrraedd*) sy'n achosi hyn. Yn yr achosion hynny, byddwn ni'n ceisio gwneud y gwaith atgyweirio cyn gynted â phosib.



Eich hawl i gael gwaith atgyweirio

Mae hawl gyfreithiol gennych chi i weld rhai mathau o waith atgyweirio'n cael eu gwneud yn gyflym. Mae'r gwaith hwn yn cynnwys unrhyw beth sy'n effeithio ar eich iechyd neu'ch diogelwch chi, neu ar ddiogelwch eich cartref. Dyma rai enghreifftiau: ffitiadau trydan anniogel, to sy'n gollwng, toiled sydd ddim yn fflysio, rhwystr drwg mewn sinc neu fath, neu ganllawiau rhydd ar y grisiau.

Byddwn yn:

- dweud wrthyhych chi pa waith atgyweirio sydd wedi'i gynnwys yn y cynllun;
- dweud wrthyhych chi pa mor gyflym y mae'n rhaid i ni wneud y gwaith atgyweirio;
- esbonio bod hawl gennych i ofyn i ail gontractwr wneud y gwaith atgyweirio os nad yw'r contractwr cyntaf yn ei wneud mewn pryd; a
- talu iawndal i chi os nad yw'r ail gontractwr yn gwneud y gwaith atgyweirio mewn pryd.

Os ydym ni wedi cael dau gyfle i wneud eich gwaith atgyweirio, ac wedi methu ei wneud, gallwch chi ofyn i grefftwr cymwys wneud y gwaith ac anfon y bil atom ni. Ffoniwch yr Adain Atgyweirio ar **0800 0851 233** i gael mwy o wybodaeth. Os ydych chi wedi gwella'ch cartref gyda'n caniatâd ni, ac rydych chi'n ystyried dod â'ch tenantiaeth i ben, efallai y gallwch chi gael iawndal am y gwaith rydych chi wedi'i wneud. Mae'r gwelliannau hyn yn cynnwys gosod ystafell ymolchi, cegin, gwres canolog neu system ddiogelwch newydd. Rhaid i chi wneud cais am eich iawndal o fewn 14 diwrnod i'r dyddiad y daeth eich tenantiaeth i ben. Er mwyn i ni allu ystyried eich achos, rhaid i chi roi derbynebaw am y gwaith rydych chi wedi'i wneud.

Bod yn ddiogel rhag tân

Byddwn yn:

- cynnal a chadw pob un o'n tai mewn ffordd sy'n lleihau gymaint â phosib ar beryglon tân, gan eich cadw chi a thenantiaid eraill mor ddiogel â phosib; a
- gosod teclyn synhwyro mwg ym mhob un o'n tai.

Os nad oes teclyn synhwyro mwg yn eich cartref, fffoniwch yr Adain Atgyweirio ar **0800 0851 233**.

Contractwyr

Os oes gennych gontractwyr yn gweithio yn eich cartref, gallwch chi ddisgwyl iddyn nhw:

- ddangos eu cardiau adnabod bob amser;
- wneud gwaith o safon ac ymateb i'ch anghenion a'ch ceisiadau;
- bod yn broffesiynol ac yn gwrtais;
- rhoi o leiaf 5 diwrnod gwaith o rybudd ysgrifenedig cyn dechrau gweithio yn eich cartref;
- rhoi gorchudd llawr cryf dros dro ym mhob cartref, tra bo'r gwaith yn cael ei wneud y tu mewn i'r adeilad;
- symud celfi a/neu roi gorchuddion drostyn nhw, a symud y celfi'n ôl i'w lle ar ôl i'r gwaith gael ei gwblhau;
- glanhau'r llwybrau at eich cartref bob dydd tra bo'r gwaith yn cael ei wneud;
- glanhau ar eu holau ar ddiwedd pob diwrnod, a chlirio unrhyw ystafell maen nhw wedi'i defnyddio (*oni bai eich bod wedi cytuno nad oes angen i chi ddefnyddio'r ystafell honno tra bo'r gwaith yn cael ei wneud*);
- ailgysylltu gwasanaethau (*fel trydan, ddŵr a nwy*) ar ddiwedd y diwrnod gwaith, lle bynnag y bo hynny'n bosib;
- defnyddio'u cyflenwad eu hunain o ddŵr a thrydan, bryd bynnag y mae hynny'n bosib;
- gofalu bod deunyddiau a thŵls peryglus yn cael eu storio'n ddiogel;
- cadw at reolau iechyd a diogelwch;
- peidio ag ysmegu wrth eu gwaith, na defnyddio iaith anwedus ar unrhyw adeg;
- peidio â defnyddio setiau radio na chwaraewyr CDs ac ati ar y safle (*dim ond os ydych chi wedi dweud eich bod yn fodlon y iddan nhw defnyddio radio yn eich cartref*);
- peidio â defnyddio eich offer na'ch tŵls chi heb eich caniatâd;
- trin unrhyw ymwelwyr â'ch cartref â pharch; a
- trin eich cartref a'ch eiddo â gofal a pharch;



- gadael eich cartref mewn cyflwr diogel;
- gadael eich gardd, eich llwybrau ac unrhyw ffensys mewn cyflwr sydd mor agos â phosib at eu cyflwr gwreiddiol, ond cymryd unrhyw beth a allai fod yn anniogel neu'n beryglus i ffwrdd o'r safle; a
- dim ond yn dechrau gweithio yn eich cartref dim ond pan fydd ganddyn nhw ddigon o ddefnyddiau a gweithwyr i ofalu bod modd cwblhau'r gwaith.

Os ydych chi'n awyddus i roi sylwadau ynglŷn â'n contractwyr, ffoniwch yr Adain Atgyweirio ar **0800 0851 233**.

Gwaith mawr

Os oes angen gwneud gwaith mawr yn eich cartref, byddwn yn:

- gofalu bod y contractwr yn cadw at gytundeb y contract;
- cydweithio â'r contractwr ac â chithau yn ôl yr angen;
- gofalu ein bod yn cyrraedd safonau uchel wrth ofalu am ein cwsmeriaid;
- gofalu bod y gwaith yn cael ei gwblhau yn brydlon a'i fod yn cyrraedd y safonau angenrheidiol. Os oes angen newid yr amserlen, byddwn yn ymgynghori â chi; a
- cydnabod, o fewn 10 diwrnod gwaith, fod ceisiadau am iawndal wedi'n cyrraedd.

Ffoniwch **01267 228366** i ofyn am fwy o wybodaeth am waith mawr ac am gopi o'n cytundeb gwaith mawr.

Cadw'ch cartref yn ddiogel

Ein nod yw gwneud pob un o'n tai mor ddiogel â phosib.

Byddwn ni'n dod allan i wneud eich cartref yn ddiogel o fewn pedair awr i'r adeg y cawson ni wybod nad yw'n ddiogel. Rydyn ni'n cynnig y gwasanaeth hwn 24 awr y dydd, bob dydd o'r flwyddyn.

Os bydd rhywbeth yn digwydd sy'n golygu nad yw'ch cartref yn ddiogel, ffoniwch yr Adain Atgyweirio ar **0800 0851 233**.



Goffyn am waith atgyweirio

- Ffoniwch yr Adain Atgyweirio ar 0800 0851 233 rhwng 8.45am a 6.00pm. **(Nid yw'r rhif 0800 hwn am ddim os ydych chi'n defnyddio ffôn symudol i ffonio).**
- Pan mae'r swyddfa ar gau (*ac os yw'r achos yn argyfwng*), ffoniwch **01558 824283**.
- Neu I drefnu gwaith atgyweirio nad oes brys amdano, gallwch e-bostiwch: **HousingRepairs@sirgar.gov.uk**

Cwyno a chanmol

Rhowch wybod i ni os ydych chi'n credu y gallai'r gwasanaeth gael ei wella, neu os ydych chi'n teimlo y cawsoch chi wasanaeth da. Rydyn ni'n cadw cofnod o'r holl gwynion, sylwadau a chanmoliaeth ac yn eu defnyddio i'n helpu i wella'n gwasanaethau.

Gallwch chi gwyno neu apelio yn erbyn un o'n penderfyniadau drwy gysylltu â rheolwr y gwasanaeth neu â'r Swyddog Penodedig - Cwynion drwy:

- ffonio: **01267 234567**
- e-bostio: **galw@sirgar.gov.uk**
- ffacsio: **01558 825346**
- Gallwch hefyd alw yn un o'n canolfannau gwasanaethau cwsmeriaid (*Llanelli, Caerfyrddin neu Rydaman*).

Byddwn yn:

- rhoi copi i chi o'n trefn ar gyfer cwyno ac apelio. Mae'n esbonio sut mae gwneud cwyn neu apelio yn erbyn un o'n penderfyniadau;
- cymryd eich cwyn o ddifrif, unioni pethau, a rhoi gwybod i chi am ganlyniad ein hymchwiliad;
- dysgu o'n camgymeriadau a manteisio ar bob cyfle posibl i wella'n gwasanaethau fel nad yw'r broblem yn codi eto; a
- cysylltu â chi o fewn 10 diwrnod gwaith i roi ein hymateb.



Carmarthenshire County Council

HOUSING SERVICES

REPAIRS & MAINTENANCE

Information guide and service standards



About this booklet and our service standards

This booklet sets out the standards you can expect from our repairs and maintenance services.

We review these standards each year. You can have your say by:

- speaking to a member of staff;
- sending an e-mail to housing@carmarthenshire.gov.uk; or
- filling in a customer satisfaction questionnaire.

We aim to provide an excellent repair service for all types of work you need, and finish the repairs within the target times we have set.

Repairs service

Repairs and the condition of your home

We will:

- make sure you can easily report repairs in a number of ways, both during the working day and out of office hours;
- provide a Freephone number **0800 0851 233** to report all your repairs during office hours;
- provide a 24-hour emergency repair service every day of the year;
- offer you a morning or afternoon appointment to have repairs carried out;
- carry out repairs efficiently and within the timescales set for that type of repair;
- finish repairs in one go, if possible;
- repair all faults that we are responsible for;
- service your heating appliances at least once a year;

100% recycled

This publication is printed
on 100% recycled paper



**recycle
ailgylchu**

Please recycle this publication
Cofiwch ailgylchu'r cyhoeddiad yma



- offer you advice on support agencies that can help you maintain your home;
- allow you to make certain improvements to your home; and
- publish the timescales for when we will make repairs and tell you how we are performing against them.

Repair priorities

Our timescales for carrying out repairs are as follows.

24 hours

This is the timescale we have set for responding to the highest-priority repairs. It applies to situations where you or your property could be at risk if we do not do a repair quickly.

Examples

- Burst pipes
- Suspected gas leaks
- Severe water leaks causing the home to flood
- Water coming through light fittings or electric sockets
- Dangerous electrical faults
- No heating during the winter months
- No electricity
- No toilet to use because of a fault or blockage
- Roof leaks and less serious water leaks which would cause structural damage if they were not repaired
- A fault which means that your property is not secure.



Seven working days

Repairs we would carry out within seven working days are those which may cause you some inconvenience.

Examples:

- Faulty window hinges
- Extractor fans in kitchens or bathrooms not working
- Carrying out extra work needed after an emergency
- Temporary repairs to make the property safe
- Door-entry phones not working.

42 working days

This type of repair is normally needed to maintain the home and its surrounding areas.

Examples:

- Repairing leaking gutters and downpipes
- Repairing and replacing window and door fittings
(as long as these problems do not mean that your home is not secure)
- Rebuilding boundary walls
- Replacing doors and windows *(on individual properties, not linked to a planned maintenance programme).*

12 months – *planned work linked to meeting the Carmarthenshire Homes Standard.*

Examples:

- Replacing kitchens and bathrooms
- Changing boilers which are not dangerous but are outdated
- Major work to put right severe dampness to your home
- Major work to repair floors which have slipped due to landslides
- Replacing outside windows or doors if more than one of these is affected.



There may be times when we will not be able to carry out your repairs within the timescales we have set. This will usually be due to circumstances outside our control, such as poor weather conditions or waiting for the correct materials to arrive. In these cases, we will try to carry out your repairs as quickly as possible.

Right to repair

You have the legal right to have certain repairs carried out quickly. These repairs are those which affect your health, safety or security. Examples include unsafe electrical fittings, a leaking roof, a toilet that will not flush, a blocked sink or bath, or loose banisters or handrails.

We will:

- tell you what repairs are covered under the right to repair scheme;
- tell you how quickly we must carry out the repairs;
- explain your right to have another contractor carry out the repair if the first contractor doesn't do it on time; and
- pay you compensation if the second contractor does not carry out the repair on time.

If we have had two opportunities to carry out your repair and we have not done so, you can ask a qualified tradesman to carry out the work and send us the bill. If you would like more information, call our Repairs Section on **0800 0851 233**.

If you have improved your home with our permission, and you are thinking of ending your tenancy, you may be able to get compensation for the work you have done. These improvements include installing a new bathroom, kitchen, central-heating or security system. You must apply for your compensation within 14 days of your tenancy ending. For us to consider your case, you must provide receipts for the work you have done.



Contractors

If you have contractors working in your home, you can expect them to:

- display ID badges at all times;
- produce good-quality work and respond to your needs and requests;
- be professional and polite;
- give you at least five working days' written notice before they start work on your property;
- provide a strong, temporary floor covering in each property, while they carry out work inside;
- move furniture, or cover it with dustsheets, and move it back afterwards;
- clean the paths to your home each day while the work is being done;
- clear up at the end of each day, and clear any room they may have used, unless you have already agreed that you do not need to use that room while the work is being done;
- restore services (*such as gas, water and electricity*) at the end of the working day, whenever possible;
- use their own water and power supply, whenever possible;
- make sure dangerous materials and tools are safely stored away;
- keep to health and safety regulations;
- not smoke while working or use bad language at any time;
- not use radios, CD players and so on outside on the site (*they will only use a radio in your home if you agree to this*);
- not use your tools or equipment without your permission;
- treat any visitors to your home with respect;
- treat your home and belongings with care and respect;
- leave your home safe and secure;
- leave your garden, paths and any fencing in as near its original condition as possible, but remove anything that may be unsafe or dangerous; and
- only begin work on your home if there are enough materials and workers available to make sure the work can be finished.

If you would like to make a comment about our contractors, phone our Repairs Section on **0800 0851 233**.



Major work

If your home needs major work, we will:

- make sure that the contractor keeps to the contract agreement;
- work with the contractor and you, where necessary;
- make sure we keep to high standards of good customer care;
- make sure the work is finished to the necessary standard within the timescale we have set (*if you need to change the agreed timescale, we will consult you*); and
- acknowledge, within 10 working days, that we have received claims for compensation.

If you need any more information on major work, phone **01267 228366** for a copy of our major-work agreement.

Fire safety

We will:

- maintain all our homes in a way that keeps the risk of fire as low as possible and provides the best possible safety for you and other tenants; and
- provide smoke detectors in all our homes.

If you do not have a smoke detector, phone the repairs section on **0800 0851 233**.

Home security

We aim to make all our homes as secure as possible.

We will come out to make your home secure within four hours of finding out it is not secure. We offer this service 24 hours a day, every day of the year.

If something happens which means your home is no longer secure, phone our repairs section on **0800 0851 233**.



Asking for a repair

- Phone our Repairs Section on **0800 0851 233** between 8.45 am and 6.00pm. **(This 0800 number is not free if you call from a mobile phone.)**
- For our out-of-hours service (*emergencies only*), phone **01558 824283**.
- Or for non-urgent repairs, e-mail **HousingRepairs@carmarthenshire.gov.uk**.

Complaints and compliments

If you think there are ways we could improve our service, or if you have received a good service, please tell us. We keep a record of all complaints, comments and compliments we receive and use them to help improve our services for the future.

You can complain or make an appeal against a decision we have made by contacting the manager of the service or by contacting the Designated Complaints Officer in any of the following ways.

- By phone: **01267 234567**
- By e-mail: **direct@carmarthenshire.gov.uk**
- By fax: **01558 825346**
- By visiting any of our customer service centres (*Llanelli, Carmarthen or Ammanford*)

We will:

- give you a copy of our complaints and appeals procedure – this tells you how to make a complaint and how to appeal against a decision we have made;
- take your complaint seriously, put things right, and tell you the outcome of our investigation;
- learn from our mistakes and use every opportunity to improve our services so the problem doesn't happen again; and
- contact you with our response within 10 working days.

